TrackOne - Technical Guidance Bulletin
TTGB – 2006-03

TO: Regional Operators
             Regional Coordinators

FROM: William Miller
             Director, Career Services

DATE: August 30, 2006

SUBJECT: Allowing Log on Capabilities for Case Managers Providing Services
             at Multiple Locations within One Region

On July 1, 2006, the TrackOne Case Management System was implemented throughout Indiana for Workforce Investment Act and Trade Adjustment Assistance services. As part of this implementation, for security and reporting accuracy reasons, log on capabilities for TrackOne were limited to case managers serving one location.

Currently, the TrackOne Case Management System is structured to allow for regional operators and service providers to monitor performance down to the individual case manager level. This is accomplished through the use of log on IDs that are restricted to locations. Multiple location log ons allow data corrections and changes to be made across locations. However, these changes could adversely affect regional and service provider performance calculations if made inappropriately.

In October 2006, a new version of system tools will be released for TrackOne. These tools will allow for data fields vital to performance calculations to be protected from changes, thereby enabling changes to be made by multiple users without an impact on data critical to performance calculations.

The purpose of this bulletin is to establish temporary protocol for allowing case managers to receive log on capabilities at multiple site locations within one specific region.

Regional operators, designated by Regional Workforce Boards, can authorize case managers working with clients at multiple locations within their designated regions to receive log on capabilities in TrackOne for each location.

The protocol to follow in order to provide these log on capabilities is as follows:

1) The case manager should request multiple log on capabilities through his/her employer (the service provider).
2) The service provider should review the request and forward it to the regional operator.
3) The regional operator will approve/deny the log on request.
4) If the request is approved, the regional operator will contact the @Work Solutions Help Desk (support@atworksolutions.com) in order to obtain the log on capabilities. The following information will be required:
   a) Name of individual
   b) Title/role of individual
   c) Site/location for which log on requested
   d) Reason for request
   e) Notice of approval
5) @Work Solutions will process the request and notify the regional operator that the case manager now has log on capabilities for the locations requested.

The contact person regarding this bulletin is:

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2006-02	TrackOne Password Removal Procedure
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